

*Amendments in the Specification*

Please amend the Abstract on page 48 as follows:

The present invention provides a configurable system for communicating via multiple communication channels of different media types. The system includes a communication server that can be configured to communicate with multiple communication channels of different media types. The system includes multiple Multiple channel drivers are provided for communicating with a corresponding communication channel of the multiple communication channels. A database for storing commands that can be issued to the communication channel and events that can be received from the communication channel is further provided. The system includes a command table for storing commands associated with a channel driver. The system user interface for specifying an outbound communication channel to perform an outbound command of the plurality of commands. The system includes instructions for determining an outbound channel driver of the plurality of outbound channel drivers to issue the outbound command to the outbound communication channel. The system includes instructions for sending the outbound command to the outbound channel driver for issuing the outbound command to the outbound communication channel. The system includes a database comprising a command table comprising a plurality of command records, each command record representing a command of the plurality of commands; a channel driver table comprising a plurality of channel driver records, each channel driver record providing a location of a channel driver file name for one of the plurality of channel drivers; and a user interface object table comprising a plurality of user interface object records, each user interface object record corresponding to a command record of the plurality of command records of the command table. The system includes instructions for associating a command of the plurality of commands with a user interface object of the user interface object table, wherein the activating the user interface object issues the associated command.